

APPENDIX: SUPPLEMENTARY INFORMATION FOR NON-FINANCIAL MEASURES



APPENDIX: OUTPUT CLASS SCOPE STATEMENTS

OUTPUT CLASS	SCOPE
Licensing and regulatory compliance	Purchase of land transport regulatory implementation services, specialist land transport enforcement services, and licensing services, including driver licensing. Purpose of vote transport appropriation limited to ministerial servicing by NZ Transport Agency.
Road tolling	Collection of road tolling charges and enforcement activities to recover road tolling payment evasion.
Road user charges collection, investigation and enforcement	Collection and refund of road user charges, and the investigation and enforcement of evasion of road user charges.
Fuel excise duty	Receipt and processing of applications for, and the refunding of, fuel excise duty.
Motor vehicle registry	Registration and licensing of motor vehicles, the collection and refund of motor vehicle registration and licensing revenue, and the operation of the motor vehicle register.
Investment management	Managing, monitoring and advising transport sector stakeholders on the allocation of national land transport funds, developing plans for improving the transport network and systems, and developing transport sector capability and research, as authorised under the section 9 (3) and (4) of the Land Transport Management Act 2003.
Public transport	Renewal and improvement of infrastructure to support public transport and non-commercial public transport services are authorised under section 9 (3) and (4) of the Land Transport Management Act 2003. Non-commercial public transport services, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.
Administration of the SuperGold cardholders scheme and Enhanced public transport concessions for SuperGold cardholders	Administration of the scheme to provide enhanced public transport concessions for SuperGold cardholders.
Walking and cycling	New and improved walking and cycling infrastructure for transport purposes, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.
Road safety promotion	Promote safe and economic use of land transport networks and services, pursuant to section 9 of the Land Transport Management Act 2003.
Road Policing Programme	Developing plans for improving the transport network and systems, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.

OUTPUT CLASS	SCOPE
Local road improvements	Management and delivery of improvement of local roads, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.
Local road maintenance	<p>Management and delivery of renewals to the existing local road infrastructure, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.</p> <p>The reinstatement of local roads in Canterbury is limited to the reinstatements following the earthquakes as approved by the Transport Agency under relevant legislation.</p>
Regional improvements	Planning and investing in regionally important state highway and local road projects outside the main metropolitan areas.
State highways improvements	Capital works for new infrastructure for state highways, as authorised by section 9 (3) and (4) of the Land Transport Management Act 2003.
State highway maintenance	Activities that manage, maintain and operate state highway infrastructure, as authorised under section 9 (3) and (4) of the Land Transport Management Act 2003.

APPENDIX: SUPPLEMENTARY INFORMATION FOR NON-FINANCIAL MEASURES

This section provides explanation and technical details for non-financial performance measures

Shaping smart transport choices – providing access to and use of the land transport system

Licensing and regulatory compliance

1. *Unit transaction cost* measures the direct unit cost of delivering a driver licence/ driver testing transaction/ service as well as the warrants of fitness (WoF) and certificates of fitness (CoF).
2. The *% of transactions completed online* is the proportion of practical test bookings and rescheduled test bookings completed through the Transport Agency website divided by the total number of test bookings completed for motor vehicle and motorcycle licences.
3. The *% accuracy of registers* is a measure of the data input accuracy of the driver licence register (DLR) based on monthly audit checks from a random sample of 100 callers and a selection of agents' work processed against what's written on the form and recorded in DLR. The measure reflects the average of the audit results.
4. The *% of operational assurance activities completed* is an aggregate of three specific operational assurance activities (eg audits) of driver testing agents, transport operators, and certifying agents completed against planned. Aggregation is based on the weighted volume of activity in the given year.
5. The *% of activities that are delivered to agreed standards and timeframes* is an aggregate of six specific dimensions – four audit activities of driver testing agent officers and course providers, transport operators, certifying agents and regulatory compliance and agent service delivery (with targets of >90%); and two completion rates against standard of official correspondence and transport rules development programmes (with targets of 100%). Aggregation to the overall result is based on weighted volume of activity across the components in the given year.
6. The *number of products and services delivered or processed* include warrants of fitness (WoF), certificates of fitness (CoF), new and renewed driver licences, issuing of driver and transport operator testing services, certification review, border inspection, over dimension permits and drug and alcohol assessments funded.

Road tolling

7. *Unit transaction cost* is the direct unit cost of delivering a toll service. Cost excludes write offs, bad debts and administration fees from toll payment notices. Future target ranges have remained consistent despite the forecast increase in tolling volumes as there is ongoing system investment to manage the increased volume and complexity associated with the introduction of additional toll roads (Tauranga Eastern Link and Route K).

Motor vehicle registry

8. The *% of transactions completed online* is the proportion of annual motor vehicle licensing (including reversals), New registrations and register maintenance actions including (vehicle licensing exemptions, change of ownership (buyer), change of ownership (seller), change of name/address, registered person name and address) purchased over the internet, direct connect and via an industry agent divided by the total number of motor vehicle registrations.
9. The *% accuracy of register* reflects the accuracy of the information entered into the motor vehicle registry (MVR). Data verification activities are focused on confirming vehicle attributes; vehicle ownership and address information in the MVR. It combines the result of regular audit checks by regional staff, unverified owner and address information returns.
10. The *% customer satisfaction* reflects the proportion of motor vehicle register customers who consider the internet transaction they undertook was easy to complete. It is sourced from a feedback survey open to all users of the online transaction service. Responses are based on the following online transactions – vehicle licence renewal, bought or sold a vehicle, a registered person or stolen vehicle check, an exemption from vehicle licensing, applying for registered person name and address and revoking access to personal details.

Road user charges (RUC) collection, investigation and enforcement

11. The *% of transactions completed online* is the proportion of light and heavy vehicle RUC licences purchased online over the total number of RUC licences purchased. Online refers to transactions via Direct Connect, Transact, e-RUC and automatic tellers.
12. The *number of products/services delivered or processed* includes light and heavy vehicle RUC license purchases and off-road RUC rebate claims. This is an aggregate figure showing a total of assessment, enforcement and refund activities.

Refund of fuel excise duty (FED)

13. *Average number of days taken to deliver* is determined by how long it takes, on average, to process and approve FED refunds. Days to deliver refers to the number of working days between the date of application to the date of approval recorded in the FED database system.
14. The *number of products/services delivered or processed* is the number of FED refund applications processed or delivered for the reporting period. The volume of application is based on the processing date.

Integrating one network for customers – planning and investing in the land transport network

Investment management

15. The *total cost of the management of the funding allocation system* is the Transport Agency service delivery cost for this output less the cost of crash analysis system (CAS) business activity which is not part of the management funding allocation system.
16. The *% of activities that are delivered to agreed standards and timeframes (Investment management)* is an aggregate of four specific measures to monitor the quality and efficiency of managing NLTP expenditure and forecast standards, including investment approval and decision activities. All components of the measure have targets of 100%. Aggregation to the overall result is based on weighted volume of activity across the components in the given year.
17. The *% of operational assurance activities completed* is an aggregate of three specific dimensions: lessons learned, audits and post-implementation review programmes. Operational assurance activities are assessed according to their effectiveness, economic efficiency and strategic fit (ie high, medium, low). Aggregation is based on the weighted volume of activity in the given year.
18. The *% of activities that are delivered to agreed standards and timeframes (Transport planning)* includes transport planning, model development, activity management planning and programme business cases. These components are individually assessed against targets of >90%. Aggregation of these results is based on the weighted volume of activity for each area. The Transport Agency works collaboratively with its local authority partners as they prepare strategies, plans and packages to help ensure that when they are formally received they are of high quality, meet the Transport Agency assessment criteria and are therefore suitable for support or endorsement by the Transport Agency. It provides an indication of how well the Transport Agency manages its transport planning activities to time and cost standards.
19. The *% of activities that are delivered to agreed standards and timeframes (sector research)* is a measure that compares planned time, cost and quality of research investment with actual performance. All aspects have targets of 100% and contribute equally to the overall result. It is a measure of the effectiveness of the Transport Agency as a programme manager.
20. The *average number of days taken to deliver* is determined by how long it takes, on average, to process and approve funding of a new NLTP activity. Days to funding approval is defined as the number of working days between the date of receipt to the date the approval was recorded in the transport information online system.
21. The *% customer satisfaction* demonstrates the percentage of approved organisations' stakeholders (regional, local and unitary authorities, Department of Conservation, Auckland Transport and the Waitangi National Trust) that were satisfied with the relationship between their organisation and the Transport Agency. This is measured through an independently conducted survey.

Administration of the SuperGold cardholders' scheme

22. The % of activities that are delivered to agreed standards and timeframes is a measure of our speed of processing and approving SuperGold claims to regional councils. The component measure is the average number of days taken to process claims received from regional councils. Days to process is defined as the difference between the date the payment was made and the date the claim was submitted/recorded in the Transport Information Online (TIO) or Land Transport Programme (LTP) website by the regional council. Claims are received, validated and paid electronically.

Road safety promotion

23. The % of activities that are delivered to agreed standards and timeframes is a measure of timeliness and effectiveness in delivering road safety education, advertising and promotion.

Components of this measure look at the percentage of the road safety education and advertising campaigns completed on time and the percentage of education and promotion programmes that meet forecast participation rates. All components have a 100% target and contribute equally to the overall result.

24. The % of road safety advertising campaigns that meet or exceed their agreed success criteria is a measure based on the success of road safety advertising campaigns. It is a composite measure reflecting the number and breadth of the advertising campaigns used, the varied media in which they are presented (including online) and the different aspects of the campaigns that are measured (including likeability, relevance, message takeout, likelihood to change attitude and prompted recall). These measures are collected from independently conducted surveys, media and website reporting.

Delivering highway solutions for customers – managing the state highway network

State highways Improvements

25. The % of activities that are delivered to agreed standards and timeframes compares time, cost and quality of large, block and property acquisition programmes (at the time that construction commenced). It is a measure of the effectiveness of the Transport Agency as a project manager. Within each programme, time, cost and quality are equally weighted with targets of >90%. Aggregation to the overall result is based on weighted programme expenditure across the components in the given year.

State highway maintenance

26. The % of activities that are delivered to agreed standards and timeframes presents the physical achievement of maintenance and renewal activities (including progress of state highway pavement renewal programme) against baseline. It is a measure to keep track of the delivery of physical performance targets. The single component aspect of this measure examines the proportion of state highway maintenance and renewal work completed compared to the planned kilometres and budget.

27. Safe stopping: % of network meeting surface texture standards reflects efficiency in meeting surface texture standards (to ensure safe stopping) as per sector research. Maintenance of the state highway focuses on ensuring skid resistance (to ensure safe stopping). Minimum acceptable levels of skid resistant are set in relation to the road environment. The annual programme of reseals (surface renewals) is driven (in part) by the need to maintain network skid resistance.

28. Network resilience: % of rutting >20mm over state highway network is the proportion of rutting above the 20mm threshold over the length of the state highway network. Rutting in the road surface (long shallow channels generally found in wheelpaths) is one of the key indicators of the health of the underlying pavement and the need for pavement renewal. Ruts often also hold water and thus lower skid resistance.

29. Safe stopping: % of travel on network above skid threshold reflects efficiency in meeting surface texture standards (to ensure safe stopping) as per sector research. Minimum acceptable levels of skid resistance are set in relation to the road environment. The annual programme of reseals (surface renewals) is driven (in part) by the need to improve skid resistance.

30. Smooth ride: % of travel on network classed as smooth is the proportion of travel (proportion of vehicles kilometres travelled on the network surveyed) that occurs on pavements smoother than a nominated surface texture standard over the length of the network surveyed.

31. The % availability of state highway network. It is expressed as the sum of all unscheduled road closure incidences (both urban and rural) which have a significant impact on road users addressed within standard timeframes (ie urban < 2 hours; rural <12 hours) and protocol over the total number of road closure incidences.

32. The % customer satisfaction reflects the proportion of the public who are satisfied with the availability of network information and the overall rating of the state highways in New Zealand. It is sourced from several customer surveys. These are computer aided telephone interviewing (CATI) design survey with quotas set for target audiences according to age, race, sex and residential region (prescribed numbers are set for each to ensure balance and fairness).

Supplementary information for non-financial investment measures – NLTF

Public transport

33. The *productivity (costs per passenger kilometre) where available by bus, train and ferry* indicator reflects a new GPS reporting requirement that examines changing costs of public transport provision (bus, train and ferry) by passenger use. This is an aspirational measure that leverages the introduction of integrated ticketing. Information is currently only available for Auckland, Wellington and Christchurch – as the coverage of integrated ticketing improves throughout the period of the current NLTP the reporting from other regions will be included. The indicator's overall desired trend over the period of the NLTP is for reduced costs per passenger kilometre across the public transport modes of bus, train and ferry.
34. The *productivity (costs per passenger kilometre) where available by peak and off-peak* indicator reflects a new GPS reporting requirement that examines changing costs of public transport provision (bus, train and ferry) by passenger use. This is an aspirational measure that leverages the introduction of integrated ticketing. Information is currently only available for Auckland – as the coverage of integrated ticketing improves throughout the period of the current NLTP the reporting from other regions will be included. The indicator's overall desired trend over the period of the NLTP is for reduced costs per passenger kilometre across the public transport modes of bus, train and ferry.

Walking and cycling

35. The *percentage increase in cycling trip legs per person across Auckland, Wellington and Christchurch* reflects the number of annual trips made by bike as measured in the annual Household Travel Survey conducted by the Ministry of Transport.

State highway improvements

36. The *productivity of the state highway network in major metropolitan areas* indicator measures lane capacity utilisation (network productivity) of the urban network. Productivity is measured in terms of the product of speed and flow compared to road lane optimal vehicle throughput. It demonstrates how effectively the current road network and operational management activities handles peak demand for vehicle movement. This indicator provides information to help deliver on our priority of making the most of urban network capacity. The higher the productivity percentage value, the more productive the road network is, due to both speed and flow being maintained near maximum values (ie near free flow speed and capacity respectively). The lower the productivity percentage value the less productive the road network is due to either or both low traffic flow and speed. It is noted that a low productivity may also occur in scenarios of low demand and therefore may not be due to poor network performance

Types of performance measure

The Statement of non-financial performance expectations contains three types of measurement – value for money, service quality and customer satisfaction. Taken as a set, they provide a holistic picture of the Transport Agency’s service delivery performance.

FUNCTION	TYPES OF MEASURES		
	VALUE FOR MONEY	SERVICE QUALITY	CUSTOMER SATISFACTION
Planning and investing in the land transport network	<p>Total cost of managing the funding allocation system as a % of NLTP expenditure</p> <p>% of activities delivered to agreed standards and timeframes</p> <ul style="list-style-type: none"> local road improvements local road maintenance <p>Public transport productivity – costs per passenger kilometre</p> <p>Local road maintenance cost per lane kilometre</p> <p>State highway maintenance cost per lane kilometre</p>	<p>% of activities delivered to agreed standards and timeframes</p> <ul style="list-style-type: none"> Investment management Transport planning Sector research Road safety promotion SuperGold Card <p>% of operational assurance activities completed</p> <p>Average number of days taken to deliver</p> <ul style="list-style-type: none"> Investment management SuperGold card <p>Public transport - Fare revenue as a % of total expenditure</p> <p>Road Policing Programme (refer to page 54)</p> <p>Strategic cycling networks - kilometres</p> <p>Number of passengers using urban public transport services (bus, train and ferry)*</p> <p>Pavement integrity of the sealed network</p> <p>Surface condition of the sealed network</p> <p>% of road safety advertising campaigns that meet or exceed their agreed success criteria</p> <p>Travel times on key local roads and state highways</p> <p>Network productivity of key local roads and state highways</p> <p>% of approved organisations signed up to the 50MAX network.</p> <p>% of state highways available to HPMV</p> <p>Kilometres of improved regional roading</p>	<p>% customer satisfaction</p> <ul style="list-style-type: none"> approved organisations
Providing access to and use of the land transport system	<p>Unit transactional costs:</p> <ul style="list-style-type: none"> driver licensing motor vehicle registration road user charges road tolling <p>% of transactions completed digitally</p> <ul style="list-style-type: none"> driver licensing motor vehicle registration road user charges 	<p>% of operational assurance activities completed</p> <p>% accuracy of registers</p> <p>Number of products/services delivered or processed*</p> <p>% of activities delivered to agreed standards and timeframes</p> <p>% revenue compliance</p> <p>Average number of days taken to deliver</p>	<p>% customer satisfaction</p> <ul style="list-style-type: none"> motor vehicle registration
Managing the state highway network	<p>% of activities delivered to agreed standards and timeframes</p> <ul style="list-style-type: none"> state highway improvements state highway maintenance 	<p>Safe stopping: % of travel on network above skid threshold</p> <p>Network resilience: % of rutting >20mm over state highway network</p> <p>Smooth ride: % of travel on network classed as smooth</p> <p>Availability of state highway network: % of unplanned road closures resolved within 12 hours</p>	<p>% customer satisfaction</p> <ul style="list-style-type: none"> network information customers

*key operating assumptions